



Controlled Copy 28/02/2023

Contents

Policy Statement.....	1
Communication.....	1
Training	2
Objectives & Targets.....	2
Measures.....	2
Customer Focus	3
Supplier Selection & Evaluation.....	3
Safe Purchasing Policy	3
Legal and Regulatory.....	3

Policy Statement

Bowhill Engineering is committed to quality providing our clients a Lean Business System that is an Integrated Management System that complies with ISO 9001:2015

Our quality objective is to meet or exceed all customer & applicable legislative requirements and expectations in a proactive, professional and cost-effective manner.

To achieve this objective, we will:

- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business process and quality management system
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Ensure that we communicate our commitment to quality to our staff using a variety of methods.
- This policy and associated documents shall be subject to continuous review.

This policy applies to 68 Weber Road, Bowhill SA 5238 and includes all business activities, operational activities and administration services associated with heavy and complex structural engineering, located at this site. This policy is to be read in conjunction with our [Integrated Systems Management](#) Manual. It applies to all staff, clients, customers, suppliers and sub-contractors whilst they are located on our site. The IMS Manual is the over-riding top document

Communication

- [Staff Induction Procedures](#) - All staff shall have a formal introduction to the system and relevant training in those procedures with which they must comply to uphold the system. They are paired with a Buddy who can support with any queries.
- [Performance Appraisal Procedures](#) – All staff have an annual formal Performance Appraisal followed by a 6 month review. This process addresses, but is not limited to: Staff Performance, Individual Goals, Training Requirements, Skills Matrix, Staff Morale, Business Improvements and Wage Negotiations
- [Meeting Rhythms](#) are held every 2 months for Board, monthly Hazard Committee, weekly Admin, Operations, Projects & Leadership & Daily Production. Set Agenda's which contain

reporting prompts and specific [action plans](#) are created to ensure all set actions are achieved. All Agendas have [Continuous Improvement](#) as a set agenda item.

- [Celebration Hour](#): Work sponsored time to enjoy & celebrate successes at both a business and personal level.
- [Documented Processes](#) – all workflows stem from the four core business processes: Tender Setup > Project Setup > Project Checklist > Project Completion. All work flows are documented and hyperlinked back to these four core procedures.
- [Management Structure](#) – shows the company structure and Line Management hierarchy, also details which MRM groups each individual is a part of.
- [Reporting Chart](#) – details what form staff should submit to what person
- [Notice boards](#) – located in lunchroom, admin office, production office, and 5S zones

Training

- Included in our [WHSE Calendar](#), our [Training Register](#) is set up to ensure that appropriate staff are trained in all required areas & equipment.
- This is reviewed individually via [Staff Induction](#) & [Performance Appraisals](#) & [Skills Matrix](#)
- This is reviewed by type of equipment annually via the [Service Register](#) & [Training Register](#)
- This is reported monthly via [EOM Procedures](#)

Objectives & Targets

- **Maintain our In Full on Time Delivery rate of 100%**
Tracked monthly via EOM Projects, audited by Management monthly
- **Commit to keeping Rework under 1% of Production Hours**
Tracked monthly via EOM Projects, audited by Management monthly
- **Quality NCR issues are closed out within 30 days**
Tracked monthly via EOM Projects, audited by Management monthly
- **Feedback from customers is actioned (via Debrief meetings) within 30 days**
All customer feedback is actioned as NCR as per NCR Procedure, tracked monthly via EOM Accounts, audited by Management monthly
- **Customer Satisfaction (Survey Monkey) results are 80% or higher**
Results analysed annually, reported in Annual Report, audited by Management annually
- **Net Promoter score of 40 or higher**
Results analysed annually, reported in Annual Report, audited by Management annually

Measures

[Internal Audit](#) & [Internal Audit Report](#)

- **Board:** [Business Plan Summary](#) > [Monthly Business Plan Reports](#) (and actions)

- **Management Review:** [Business Plan Framework](#) > Management Review
- **Admin & Finance:** EOM & EOFY Procedures which includes KPI's & Benchmarking data
- **Production:** Tender Setup > Project Setup > Project Checklist > Project Completion
- **Hazard Committee:** [Agenda](#) > [WHSE Calendar](#) > WHSE Monthly Reports > [Action Plans](#) & [WHSE Statistics](#)
- **Customer Satisfaction & Delivery Performance** (part of [Project Completion Procedures](#) & [Business Plan Summary](#) > [Customer](#))
- **HR:** [Recruit](#) > [Induct](#) > [Performance Appraisal](#) > [Train](#) > [Farewell](#) & [Annual Report](#)
- **WHSE:** [WHSE Calendar](#) > Monthly Reports (and actions) > [WHSE Statistics](#)
- **Morale** ([WHSE Calendar](#) – annual staff survey's undertaken)
- **Quality** ([NCR Procedure](#) – part of EOM procedures)
- [Data for Dashboard](#) (updated monthly via EOM audits)
- **Benchmarking** (part of [EOFY audit](#))
- **Annual Report** (part of [EOFY audit](#))

Customer Focus

- [Business Plan Review - Customer](#) including [Customer Focus](#) Policy reviewed annually via MRMB Annual Agenda to ensure we meet (and preferably exceed) our customer expectations.

Supplier Selection & Evaluation

- [Supplier Evaluation](#), [Supplier Evaluation Form](#), [Supplier Agreements](#), [Supplier Code of Conduct](#)
- [Purchasing Procedure](#) & [Safe Purchasing Policy](#)
- [Red Important Notice](#) – Is attached to any Purchasing paperwork that Non-Conforms
- [NCR Procedure](#) & [Non Conformance Register](#) – Any use of above form, must also be entered on the register and corresponding ID number entered on the form.

Safe Purchasing Policy

- As part of our [Purchasing Procedure](#)
- Our suppliers are asked to comment on their Quality, Safety & Environment Systems as per our [Client Account Application Form](#) and inform us immediately if they cannot abide to the terms shown on our [Supplier Code of Conduct](#)
- The person tendering for any project will use the [Project Bid Performance](#) to help gauge the suitability of the project and client.
- Existing clients will be reviewed at our monthly MRMA via our [Client Relationship Checklist](#)

Legal and Regulatory

- Awards, Memberships & Groups – Boweng Website > [Success](#)
- IMS > Safety > Reporting > [Licences & Registrations](#) – reviewed annually via [WHSE Calendar](#).